



Katie M. Brown  
Counsel

Duke Energy  
40 W. Broad Street  
DSC 556  
Greenville, SC 29601

O: 864-370-5296  
F: 864-370-5027

Katie.Brown2@duke-energy.com

March 1, 2021

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Executive Director  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210

**Re: Customer Connect Update and Informational Filing**

Dear Ms. Boyd:

The purpose of this letter is to provide the Public Service Commission of South Carolina (the "Commission") an update regarding Duke Energy Carolinas, LLC's ("DEC" or the "Company") upcoming implementation of the Customer Connect platform and certain conversion and cutover activities that will cause some interruptions to the Company's current legacy system and some website features. There will also be a pause in enrollments in certain products and services and physical disconnections for nonpayment will be suspended to allow for system stability.

While no action from the Commission is needed at this time as it relates to the conversion and cutover activities, the Company is filing this letter to keep the Commission informed of potential temporary impacts to customers. These impacts are described in more detail below. The Company provided this information to the Office of Regulatory Staff in advance of this filing.

DEC will deploy the Customer Connect platform in April 2021. To allow for conversion and cutover activities needed to support the implementation of Customer Connect for DEC, there will be a period of approximately 4-6 days (beginning the evening of Tuesday, March 30, 2021 through early morning Monday, April 5, 2021) where major systems including legacy systems will have limited or no availability. Customer requests, such as for services, products, and enrollment in certain programs, will continue to be captured and performed during the cutover period using contingency processes to minimize the inconvenience and impact of the transition to the Customer

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Connect platform. In addition, many of the website features for DEC customers will have limited availability.

Enrollments in certain products and services will be paused for a period of six to eight weeks ahead of deployment, beginning on March 1, 2021. As noted above, these requests from customers will be captured and processed once the new system is up and running. Impacted services and programs include the following: Automatic Payment Plan, Equal Payment Plan/Budget Billing, Pick Your Due Date, Paperless Billing, Power Manager, Power Share, and EnergyWise. Enrollment in Prepaid Advantage was suspended in late February and will continue through mid-June 2021.

To allow for system stability, DEC will need to suspend physical disconnections for nonpayment on March 1, 2021. On March 30, 2021, DEC will temporarily suspend all delinquency processes including collection campaigns and will temporarily suspend printing late payment charges on bills. On June 1, 2021, DEC will resume billing late payment charges, printing disconnect notices on bills, and all disconnect notice campaigns will resume. On July 1, 2021, physical disconnections for non-payment will resume. The resumption of these activities will be conditioned on system and operational stabilization in order to reduce additional disruptions.

Based on how deferred payment agreements (“DPAs”) are structured in DEC’s legacy system, the Company cannot accurately convert ongoing DPAs into the new Customer Connect platform. The Customer Connect team will run queries to identify all DEC customers with existing payment arrangements at the time of conversion and will establish new installment plans for the total balance on the account. The monthly installment amount will be set to match what was originally agreed upon by the customer, and because the total outstanding bill on the customer’s account is being moved into an installment plan, the length of the new plan may be extended to ensure customers’ installment amounts remain the same as prior to the conversion. There are planned communications to customers informing them about the conversion plan, the new bill format, and changes to their installment plan. These communications will begin in mid-March and include direct mail (or email) to impacted customers and a dedicated informational web page. The Company intends to preserve the customer benefits from all payment plans, particularly the payment plans entered into due to COVID hardships.

While Customer Connect will provide customers with more options and a better experience, the transition may cause a temporary disruption for some customers. The Company is preparing a robust communication plan to ensure customers have relevant and tailored information in a timely manner. Nonetheless, the Company is prepared for the transition and has mechanisms and contingencies in place to ensure customers are not disadvantaged during the transition.


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The Company is pleased to provide the Commission with this update and looks forward to providing customers with an improved and more efficient billing platform. Although some temporary interruptions may occur, the Company believes Customer Connect will vastly improve the customer experience in the long term. The Company will continue to keep the Commission informed of any changes to the conversion and cutover activities that occur as part of the implementation of Customer Connect.

Sincerely,



Katie M. Brown

cc: Nanette Edwards, Office of Regulatory Staff  
Dawn Hipp, Office of Regulatory Staff  
Jeffrey Nelson, Office of Regulatory Staff  
Ryder Thompson, Office of Regulatory Staff  
Sarah Wilhite, Office of Regulatory Staff  
Chad Campbell, Office of Regulatory Staff  
Carri Grube Lybarker, SC Department of Consumer Affairs  
Roger Hall, SC Department of Consumer Affairs